

FOOTHILL TRANSIT

MINUTES

The special meeting of the Foothill Transit Executive Board was held Friday, January 30, 2009, at the Foothill Transit Board Room, 100 South Vincent Avenue, 2nd Floor, West Covina.

President Delach called the meeting to order at 8:06 a.m. The following members were present, constituting a quorum of the Executive Board:

Peggy Delach, President
Michael De La Torre, Vice President
Roger Chandler
Paula Lantz (temporarily absent)
Lola Storing

Staff and guests present:

Doran Barnes, Executive Director
Kevin McDonald, Deputy Executive Director
Ed Gill, General Counsel
Lee Millen, Deputy Secretary
LaShawn Gillespie, Director of Planning
David Reyno, Director of Government Relations
Linda Somilleda, Director of Marketing & Communications
Roland Cordero, Manager of Performance Improvement & Sustainability
Dietter Aragon, Planning Manager
Araceli Lopez, Transit Stores Operations Manager
Wayne Fritz, General Manager
Peter Greenberg, General Manager
H. Manuel Ortiz, Mayor Pro Tem, City of Irwindale
Vanessa Rachal, Department of Public Works

PLEDGE OF ALLEGIANCE

President Delach led those present in the Pledge of Allegiance and acknowledged Mayor Pro Tem H. Manuel Ortiz, City of Irwindale.

APPROVAL OF MINUTES FOR THE REGULAR MEETING OF DECEMBER 12, 2008

The minutes for the regular meeting of December 12, 2008, were approved with the following changes:

- On Page 3, "West Covina Park and Ride Project", second paragraph amended, "In the weeks ahead the project team ...with the surrounding property owners, secure the land required ~~for the access lane onto east bound Interstate 40~~ at the intersection of Lakes and South Vincent, and negotiate an off-site parking lease."

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- On Page 3, “West Covina Park and Ride Project”, second paragraph, last sentence: It is anticipated that this change will result in a positive impact to the overall project budget., to be moved to the end of *the third paragraph*.

Motion: Member Chandler, seconded by Vice President De La Torre
Vote: Unanimously carried

PRESENTATIONS:

Contractors’ Employee Recognition

Wayne Fritz, General Manager, introduced and recognized the Arcadia location MV Transportation Operator of the Month, Christian Thomas, who has been driving for eleven years with MV Transportation. Mr. Fritz introduced and recognized the Arcadia location MV Transportation Employee of the Month, Daniel Gonzalez. Mr. Gonzalez is Facility Manager for the company and enjoys problem solving challenges.

Peter Greenberg, General Manager, introduced and recognized the Pomona location First Transit Employee of the Quarter, Guadalupe Diosdado. Ms. Diosdado has been with First Transit for twelve years and is the Supervisor of Bus Custodians. He also introduced and recognized the Pomona location First Transit Operator of the Month, Eduardo Lopez. He was awarded Operator of the Year in 2004 and continues to demonstrate high standards in his job performance. He has never had an accident, has had Perfect Checks every year, and is being considered for a Master Driver position, the highest one can attain at First Transit.

Doran Barnes, Executive Director, introduced and recognized the Veolia Transportation Employee of the Quarter, Linda Apodaca, Community Outreach & Special Events Coordinator. Besides putting together the wonderful slide shows for the board meeting, Linda has consistently demonstrated a positive attitude and demeanor.

New Hires

Mr. Barnes presented the new hires and promoted staff at Foothill Transit. He introduced Esther Barbosa, Part-Time Customer Service Representative (CSR) at the Puente Hills Transit Store; Jorge Juarez and Inez Abarca, both part-time Transportation Safety Officers, and Luis Gomez, a full-time Transportation Safety Officer.

He also introduced Roland Cordero, Manager of Performance Improvement & Sustainability, who has returned to Foothill Transit since serving as Director of Finance from 1995-2000. Some of the financial systems he pioneered are still in use today.

Promotions

Mr. Barnes announced several promotions from within the Foothill Transit family: Cindy Baldwin, Foothill Transit’s new Facility/Procurement Administrative Assistant. Cindy was originally hired as a part-time Facilities Assistant, and will now provide assistance on

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a full-time basis to the Facilities and Procurement Department.

Mike Perez is Foothill Transit's new Facilities Technician Supervisor. Mike has been with the Veolia/Foothill Transit contract for over 11 years. In his new role he will supervise the Facilities Technician and oversee the day-to-day maintenance of Foothill Transit's bus stops and facilities.

T.J. Nass is Foothill Transit's new Fare Revenue Specialist. T.J. has previously worked in the Operations and Marketing Department and the Safety & Security Department. He joined the Finance Department in December 2008, and is currently working with staff and contractors to ensure that the farebox installation project is a success.

Denise Guerra has been promoted to Human Resources Manager. In her new role as HR Manager she will oversee the day-to-day HR responsibilities for the Foothill Transit contract and work closely with Veolia's corporate office in regards to the Police Academy.

Roland Cordero is the new Manager of Performance Improvement & Sustainability. He previously served as Foothill Transit's Director of Finance from 1995-2000. Some of the financial systems he pioneered are still in use today.

Cristina Lopez has been promoted to Administrative Services Manager. As an Executive Assistant she has been the backbone of administrative operations with her indispensable assistance.

The Executive Board commended the awardees, new hires and promoted employees.

PUBLIC COMMENT

There was none.

CONSENT CALENDAR:

The Executive Board adopted Consent Calendar items 7 through 11, and pulled item 10 for further staff research.

Motion: Member De La Torre, seconded by Member Storing
Vote: Unanimously carried

REGULAR AGENDA:

TCRP INTERNATIONAL TRANSIT STUDIES PROGRAM

Lashawn Gillespie, Director of Planning, reported that the Transit Cooperative Research Project (TCRP) has sponsored the International Transit Studies Program since 1994. The purpose of this program is to broaden the professional development of U.S. transit managers by providing them with opportunities to visit transit systems abroad, returning with insights and knowledge useful to their organizations, the transit industry and their own

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transit careers.

The International Transit Studies program is administered by the National Academies, acting through its Transportation Research Board in cooperation with the Transit Development Corporation (the educational and research arm of the American Public Transportation Association) and the Federal Transit Administration.

Each study mission focuses on a theme that encompasses issues of concern in public transportation. Participation on a mission team is designed to complement and enhance professional development, helping to produce managers and leaders capable of dealing with a variety of problems inherent in managing transit activities in a complex environment. The most recent mission, Fall 2008, focused on Balancing Infrastructure Reinvestment with System Expansion and explored how transit systems in Australia are balancing the need to increase capacity and expand service while maintaining and upgrading their existing infrastructure (bus, tram, rail, ferry). Ms. Gillespie was selected to participate in this mission.

The team visited government transportation departments and transit agencies in Sydney, Melbourne, Adelaide, Perth and Brisbane Australia and were briefed on a number of issues including dealing with record growth, system expansion through adding routes and vehicles; funding; workforce development, bus/bus rapid transit/light rail transit – deciding which is optimal for specific routes/service and; ensuring safety and security.

Each team member reported on their findings, and a final compiled report will be published in an upcoming edition of the TCRP Journal. The study mission was funded by the Transportation Research Board of the National Academies and did not impact the Foothill Transit budget.

The Executive Board received and filed the Transportation Cooperative Research Project (TCRP) International Transit Studies Program Mission Report.

Motion: Member Chandler, seconded by Vice President De La Torre

Vote: Unanimously carried

AMERICAN PUBLIC TRANSPORTATION ASSOCIATION (APTA) SUSTAINABILITY PROGRAM – PILOT PHASE

Roland Cordero, Operations Analyst, reported on the pilot phase of the American Public Transportation Association (APTA) Sustainability Commitment program. APTA has been actively promoting the green credentials of the public transportation industry. Recently, APTA members have been calling on APTA for guidance on sustainability, implementation of sustainability program, and how to advocate public transportation in the growing climate change arena.

In January 2009, APTA launched its Sustainability Commitment Pilot Phase. The commitment program offers APTA members, on a voluntary basis, the opportunity to commit to putting in place processes and action plans which allow for continuous

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improvement on environmental, social, and economic sustainability.

During the 2009 pilot phase, APTA members are being called to sign up to the base principles of the commitment. APTA will be providing support by developing methodologies for measuring carbon footprints, sustainability guidelines and urban design standards. There is no budget impact on this project.

In response to Member Lantz, Mr. Cordero reported that SB-32, the initiative to roll back carbon emissions to a 1990 level by 2020, would result in a 25% reduction in sustainability indicators, whereas SB-375 creates an urban design that would reduce greenhouse gas emissions. The two bills will be addressed by the Sustainability Commitment program itself.

The Executive Board authorized the Executive Director to sign onto the Pilot Phase of APTA's Sustainability Commitment program.

Motion: Member Lantz, seconded by Member Storing
Vote: Unanimously carried

Doran Barnes added that sustainability is a major issue on the State legislative front and Foothill Transit has the potential to be the leader in these efforts. In response to Member Chandler, Mr. Barnes noted that sustainability is defined as using fewer resources and having fewer impacts on the environment in the course of providing the high standards of transportation service that Foothill Transit has consistently strived for. For example, it is not just recycling but rather the use of solar energy as a resource that can be used without depleting the environment.

PROPOSED 2009 STATE AND LOCAL LEGISLATIVE PROGRAM

David Reyno, Director of Governmental Relations, reported that each year staff prepares a legislative program for adoption by the Foothill Transit Executive Board. The program will serve as a guide for pursuing Foothill Transit's legislative proposals and strategies, and is meant to be flexible in order to give staff the leeway to pursue unanticipated legislative opportunities that may present themselves during the course of the year.

On a monthly basis, staff will continue to prepare a state legislative update that will ask the Board to approve staff recommendations on individual bills and policies that affect Foothill Transit's interests. The same will be done with federal and local issues as the need arises.

Foothill Transit's 2009 state legislative program will seek legislation to allow safety officers to cite customers for fare evasion on the Silver Streak line, obtain the maximum amount of funding from Measure R, and support full allocation of Proposition 1B, 1C and State transit assisted (STA) funding.

Foothill Transit's 2009 local legislative program includes meeting with Metro members, SGVCOG members and SCAG personnel on issues that may affect operations, planning

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and funding.

Last year, the Executive Board awarded a contract to Capital Representation Group, Inc. to act as their advocate in Sacramento when Board members or staff cannot be there to directly represent Foothill Transit. Capital Representation Group was very helpful assisting Foothill Transit with its State legislative efforts in 2008 and is expected to continue to do so in 2009.

Implementing Foothill Transit's State legislative program will require Board members and staff to meet with State representatives in Sacramento and at their local offices. Funding for legislative conferences and meetings is included in the FY 2009 budget and will be included in the budget for FY 2010.

The Executive Board adopted the proposed 2009 State and Local Legislative Program.

Motion: President Delach, seconded by Member Storing

Vote: Unanimously carried

PROPOSED 2009 FEDERAL LEGISLATIVE PROGRAM

David Reyno reported that each year Foothill Transit adopts a Federal Legislative Program that will help guide staff recommendations and actions on federal proposals during the coming year. The program has two primary goals: (1) Ensure that federal policy decisions are beneficial to Foothill Transit's operations or funding; and: (2), Establish a strong presence with Foothill Transit's federal legislative delegation and their staff.

Foothill Transit will advocate for the passage of a new 6-year Service Transportation Authorization bill; a long-term extension of the Alternate Fuel Federal Excise Tax Credit, set to expire on December 31, 2009; and federal administration changes to charter bus regulations for Foothill Transit to continue providing special services. Further, the Executive Board has already adopted principles for the new authorization bill and will meet with their delegation and staff in order to move this legislation forward.

In addition, the American Recovery & Reinvestment Act of 2009 is currently working its way through Congress. Foothill Transit stands to receive over \$20 million under this measure. However, it requires that the funds are spent within a short period of time or the funds return to Congress for redistribution. As a result, Foothill Transit will not request Fiscal Year 2010 discretionary funds under the Transportation Appropriations Bill.

In response to Member Lantz, Mr. Barnes noted that if funds from the Recovery & Reinvestment Act are received, it would be the equivalent of ten years worth of discretionary funding.

Following further discussion, the Executive Board adopted the proposed 2009 Federal Legislative Program.

Motion: Member Chandler, seconded by Member Lantz
Vote: Unanimously carried

PERFORMANCE INDICATORS REPORT - DECEMBER 2008

Dietter Aragon, Planning Manager, summarized the Performance Indicators Report for December 2008. In order to accomplish its mission, Foothill Transit focuses on four goals:

- Operate a safe transit system;
- Provide outstanding customer service;
- Operate an effective transit system; and
- Operate an efficient transit system.

The Performance Indicator Report for December 2008 provides the following analysis:

- 1) Boardings – Overall boardings recorded by the farebox in December 2008 was 1,132,830. This total is 0.06% below December 2007 ridership.
- 2) Fare Revenue – Total fare revenue for December 2008 was \$1,244,998, resulting in an average fare of \$1.10 per boarding. This is a decrease of 3.32% from the December 2007 figure.
- 3) Operating Expenses – Total operating expenses for December 2008 were \$5,188,330, resulting in an average cost per service hour of \$78.77, well below the Fiscal Year 2009 budget.
- 4) Accidents – There were five preventable accidents in December 2008 for an average of 0.41 accidents per 100,000 miles, representing four fewer preventable accidents than in December 2007.
- 5) Customer Complaints – Foothill Transit recorded 6.89 complaints per 100,000 boardings for December 2008, well below the performance target of 7.5 complaints per 100,000 boardings.
- 6) Schedule Adherence – This month, 86.5% of all trips surveyed were on-time. This is a 13% increase over September 2007.

Doran Barnes noted that Foothill Transit now has Task Forces to closely monitor each projected goal on a monthly basis; discussion, action plans and recommendations are formulated to better improve service.

Following discussion, the Executive Board received and filed the December 2008 Performance Indicators Report.

Motion: Member Storing, seconded by Vice President De La Torre
Vote: Unanimously carried

TRANSIT STORE QUARTERLY REPORT – OCTOBER-DECEMBER 2008

Araceli Lopez, Transit Store Operations Manager, presented the Transit Store Quarterly Report for October-December 2008.

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Phone Calls: During the second quarter of Fiscal Year 2009 Foothill Transit received 59,387 phone calls. Transit Store staff handled 41,987 phone calls maintaining the average hold time at just under one minute. Upgrades to the phone system have been completed and ongoing testing is still being conducted. A series of new pre-recorded messages will also be implemented once the traffic of calls is routed in-house. These messages will provide customers with options not currently available, such as connecting to Spanish-speaking Customer Service Representatives. They will also hear details regarding upcoming marketing campaigns such as TAP and Dump the Pump.

The average hold time was 37 seconds. The overall average handling time of calls was at 1 minute 55 seconds.

Pass sales: Pass sales during the second quarter of Fiscal Year 2009 were slightly higher totaling \$1,525,146 when compared to the same period in Fiscal Year 2008, which totaled \$1,311,380. Although overall sales were higher, when compared to the same period last year, Foothill Transit experienced a decline during November and December, which history has shown to be attributed to the holiday season.

Walk-in Traffic: Total walk-in traffic recorded for all stores this quarter was 90,927, and increase of approximately 46% when compared to the same period in Fiscal Year 2008, which totaled 49,179.

In response to Member Lantz, Ms. Lopez reported that the El Monte store experienced a huge increase in walk-in traffic because it is one of the largest/busiest Transit Stores. Doran Barnes noted that there was a gap in the percentage of calls answered to the number of calls received. However, the IT Division has developed a new technology infrastructure that allows her to track transit store operations from her desk top computer, including the ability to monitor the number of daily Walk-Ins. This will allow for more accurate monitoring, and future reports promise to be more representative of *real time* Transit Store activity.

Following discussion, the Executive Board received and filed the Transit Stores Quarterly Report for October – December 2008.

Motion: Vice President De La Torre, seconded by Member Storing
Vote: Unanimously carried

COMMUNITY CONNECTIONS UPDATE

Linda T. Somilleda, Director of Marketing and Communications, reported that one of Foothill Transit's initiatives has been the Community Connections program, which illustrates connections between local transit systems and Foothill Transit routes. With input from City of Duarte staff, the first marketing piece, a colorful tri-fold brochure has been developed and printed.

The brochure contains a map of the city with local transit routes and Foothill Transit routes side by side. A description of the city's features and visual points of interest give the

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reader a feel for the unique attributes of the city, while providing local transit options. The City of Duarte Community Connections brochure will serve as a template for future Community Connections brochures that will be customized for each city through content and color. The next two cities in line for the program are Baldwin Park and Pomona. Each city will be given 25,000 of the brochures to distribute through their chosen channels. The piece is also designed for easy mailing.

Funds are available in the current year business plan under the marketing and communications department budget to implement this program.

President Delach commented that the brochure was a great way to integrate Foothill Transit routes with popular local points of interest.

The Executive Board received and filed the Community Connections update.

Motion: President Delach, seconded by Member Chandler

Vote: Unanimously carried

EXECUTIVE DIRECTOR COMMENT

Doran Barnes commented that 2009 is off to a great start. He reported the following:

- Foothill Transit had a full-page insert in the Tournament of Roses program, "Rose – Hats Off To Entertainment". Foothill Transit had a very successful partnership with the Tournament of Roses event and looks forward to continuing to serve them in the coming years.
- Darold Pieper had minor surgery and was unable to attend the meeting; however, he is doing fine and is expected to attend the February 6, 2009 Retreat.
- Foothill Transit staff met with the West Covina Planning Commission to discuss the West Covina Park and Ride facility; discussions are scheduled to continue on March 24, 2009.
- The Economic Recovery Program is moving quickly. Foothill Transit may receive \$20-25 million with the proviso that it be used for capital projects, not operations. An additional stipulation is that at least 50% of the funds be under contract within 90 days. If the funds are acquired they must be spent quickly, so budget plans for the funds have been drafted. The measure was approved by the House of Representatives and is now in the Senate, and it is anticipated that it will reach the President's desk by mid-February.

BOARD MEMBER COMMENT

President Delach reported that a special Governing Board meeting is scheduled on February 19, 2009, in addition to a special Executive Board meeting that same day in lieu of the regularly scheduled February 27, 2009 meeting. The main topic of discussion at the Governing Board meeting will concern the Economic Recovery Program. There was none.

**CLOSED SESSION: CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED
LITIGATION**

Initiation of litigation pursuant to Government Code Section 54956.9 (c): One Case

The Executive Board recessed to Closed Session at 9:15 a.m.

The Executive Board reconvened at 9:40 a.m.

Ed Gill, General Counsel, announced that no reportable action was taken in Closed Session.

President Delach reported that the Foothill Transit Retreat is scheduled on February 6, 2009 at Cal Poly Pomona.

ADJOURNMENT

There being no further business, the Executive Board adjourned at 9:43 a.m.